



## *Office of the Director*

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JANET NAPOLITANO, GOVERNOR  
CATHERINE R. EDEN, DIRECTOR

December 30, 2004

The Honorable Janet Napolitano  
Governor  
State of Arizona  
1700 W. Washington  
Phoenix, AZ 85007

Dear Governor Napolitano:

I am pleased to present the Annual Report for the Arizona Department of Health Services/ Division of Behavioral Health Services and the Arizona State Hospital for fiscal year 2004. This report is prepared in accordance with A.R.S. 36-3405 and 36-209(E) and combines the Annual Reports for the Division of Behavioral Health Services and the Arizona State Hospital, and reflects the activities of various components of these service areas.

The following are highlights of this report:

### Arizona Department of Health Services/Division of Behavioral Health Services

- At fiscal year end 2004, a total of 121,766 behavioral health recipients have received services. Additionally during Fiscal Year 2004, prevention services were provided to 223,737 individuals.
- The Department developed many documents and provided training to improve quality of care to individuals. Documents and training included topics on therapeutic foster care.
- The Urgent Behavioral Health Response for Children Entering Foster Care protocol was created to ensure timely, accessible services to all children, families and caregivers being removed from their homes and the coordination of services. To date the Division has responded to 2,969 children.
- On February 5, 2004 ValueOptions was awarded the contract to provide behavioral health services in Maricopa County. Currently, there are six proposals being evaluated for award of the Greater Arizona behavioral health services contract.
- Training continues for providers, Regional Behavioral Health Authorities and State Agency staff to support the implementation of the 12 Arizona Principles for behavioral health service provision to children and their families.

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The Arizona State Hospital

- The average daily census of the Arizona State Hospital for fiscal year 2004 was 311 patients.
- The Arizona State Hospital has experienced a population shift from civil to forensic population. In 1999, 44% of the patients at the Hospital were forensic, and in 2004, 53% of the patients at any given time were forensic.
- The Psychiatric Rehabilitation program for patients at the Arizona State Hospital emphasizes hope and builds on 17 key principles. These principles include: supportive care, skill building, teaching, empowerment, hope, goal setting, personal responsibility and behavior, needs, growth, relationships, normalization, family education, involvement and education.
- The Hospital is working closely with Maricopa County in the development of their restoration to competency program in the new jail system. This collaboration has resulted in a significant drop in the number of referrals on the wait list (from 121 down to 10 in June 2004).
- The new Adult Civil 200-Bed Facility opened January 2003. This new facility has improved the environment of care for patients and staff at the Arizona State Hospital campus.

I pledge our continued efforts toward a system that provides quality behavioral health services to those in need.

Sincerely,

Catherine R. Eden  
Director

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